

# 2017 Statement of Qualifications

# Teklab Inc



[www.Teklabinc.com](http://www.Teklabinc.com)

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## ***INTRODUCTION***

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Established in 1982, TEKLAB, INC. has grown into a full-service environmental laboratory specializing in drinking water, groundwater, wastewater, sludge, soil, oil, special waste and air testing. We service a variety of clients including industrial, engineering and municipal.

Our commitment to quality assurance is second only to our commitment to safety. As a result of the Teklab Quality Team, our quality control program is continuously improving. Documentation and interpretation of QA/QC data is vital in providing accurate, legally defensible results. Teklab is accredited under NELAP and utilizes the analytical QA/QC and reporting protocols of the US EPA Methods; SW846; 40CFR Part 136; Standard Methods; and ASTM.



Teklab employees pride themselves on their quality of analysis. Once Teklab employee training is complete, each analyst / technician is expected to maintain a standard of knowledge by keeping abreast of methods through publications, Teklab training meetings and outside seminars. Teklab reporting capabilities are continuing to accommodate clients by providing analytical results more efficiently.

With environmental regulations constantly changing, Teklab's management team makes it their responsibility to adjust to the needs of the environmental and industrial community. We welcome present and potential clients to inspect our facility as well as review our extensive QA/QC program. We can be contacted by visiting our website at [www.teklabin.com](http://www.teklabin.com) or by calling our office at 877-344-1003.

## ***CUSTOMER SERVICE***

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Customer Service is key not only to customer satisfaction, but to efficiency within the lab.

Whether the customer presents the samples to the laboratory or a courier service is used, it is important to ensure that the chain of custody is filled out in its entirety. This information is necessary to meet the needs and understand the expectations of each and every client. Should any information be omitted from the chain of custody, it is the role of the Customer Service department to see that the proper information is obtained.

Expedited turnaround is often important to Teklab's clientele. We appreciate advanced notice regarding any quick projects so that we are able to make the appropriate schedule changes or discuss any limitations. Teklab employees will do what it takes within our means to satisfy the needs of all our customers. Each client is assigned a project manager to track samples from the day they are received to the day the client receives results and beyond.

Customer inquiries can be handled at anytime through the Director of Customer Service or Project Managers. Customers should feel free to contact the Director of Customer Service or Project Manager to check on the status of their samples' analysis.

We at Teklab believe that communication with our client is essential to their satisfaction. We welcome and encourage suggestions to improve the services we provide.

### **Contact Information**

|                   |  |              |                                      |
|-------------------|--|--------------|--------------------------------------|
| John Riley        | <a href="mailto:jhriley@teklabinc.com">jhriley@teklabinc.com</a>           | (ext. 30)    | CEO/Chief Marketing Officer          |
| Jim Riley         | <a href="mailto:jsriley@teklabinc.com">jsriley@teklabinc.com</a>           | (ext. 15)    | President/CFO/Lab Manager            |
| Laurie Langdon    | <a href="mailto:llangdon@teklabinc.com">llangdon@teklabinc.com</a>         | (ext. 45)    | Laboratory Director                  |
| Elizabeth Hurley  | <a href="mailto:ehurley@teklabinc.com">ehurley@teklabinc.com</a>           | (ext. 33)    | Director of Customer Service         |
| Stacy Mathis      | <a href="mailto:smathis@teklabinc.com">smathis@teklabinc.com</a>           | (ext. 13)    | QA/QC Officer                        |
| Claire Bogner     | <a href="mailto:cbogner@teklabinc.com">cbogner@teklabinc.com</a>           | (ext. 13)    | QA/QC Officer                        |
| Clyde Secord      | <a href="mailto:csecord@teklabinc.com">csecord@teklabinc.com</a>           | (ext. 23)    | Applications Programmer              |
| Heather Riley     | <a href="mailto:hriley@teklabinc.com">hriley@teklabinc.com</a>             | 618-344-7697 | Dir of Ops, Collinsville Air Lab     |
| Kelly Klostermann | <a href="mailto:kklostermann@teklabinc.com">kklostermann@teklabinc.com</a> | 618-920-2534 | Sales Executive                      |
| Randy Seamans     | <a href="mailto:rseamans@teklabinc.com">rseamans@teklabinc.com</a>         | 913-904-2961 | Service Manager Kansas City          |
| Paul Reeves       | <a href="mailto:preeves@teklabinc.com">preeves@teklabinc.com</a>           | 217-836-4753 | Customer Service Rep, Springfield IL |
| Aaron Renner      | <a href="mailto:arenner@teklabinc.com">arenner@teklabinc.com</a>           | 630-800-8638 | Service Manager, Downers Grove, IL   |

Project Managers: (ext. 4)

Customer Service (ext. 5)

Drinking Water (ext. 6)

Accounting (ext. 7)

Toll free (877) 344-1003

Telephone (618) 344-1004

Facsimile (618) 344-1005

For additional contact information, visit [www.teklabinc.com](http://www.teklabinc.com)

## *QUALITY ASSURANCE POLICY AND OBJECTIVES*

The overall Quality Assurance objective of Teklab Inc is to develop and implement procedures for chain of custody; laboratory analysis and reporting that will provide results which are legally defensible in a court of law. Specific procedures for chain of custody, laboratory instrument calibration, laboratory analysis, reporting of data, internal quality control, audits, preventive maintenance of equipment and corrective actions are described in our Quality Assurance /Quality Control manual. Guidelines followed are based on the National Environmental Laboratory Accreditation Program (NELAP), US EPA Methods, SW846 Methods, ASTM Methods, Standard Methods and 40 CFR.

The Teklab, Inc. Quality Assurance / Quality Control program must provide technicians, analysts, chemists and managers with the direction and information necessary to consistently produce reliable and valid analytical data. These results are best attained by rigorously following the validated standard operating procedures developed by Teklab and/or universally accepted sources.



Teklab, Inc. currently has three full time people in our Quality Assurance / Quality Control Department with over thirty years experience in the laboratory.

(Quality Assurance / Quality Control manual available upon request)

## ***PERFORMANCE TESTING PROGRAMS***

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Teklab, Inc. participates in the following PT programs.

| <b>PT Sample<br/>Program Description</b>   | <b>Analysis Performed</b>  | <b>Frequency of<br/>Participation</b> |
|--|--|---------------------------------------|
| <b>Water Pollution Program (WP)</b><br><br>Samples Provided by<br>Environmental Resource<br>Associates and Phenova. NIST-<br>approved PT Providers       | All methods performed for:<br>Acidity, Color, Cyanide, Demand, Oil and Grease,<br>Hardness, Hexavalent Chromium, Minerals, Nitrite,<br>Dissolved Oxygen, pH, Phenolics, Settleable Solids,<br>Simple and Complex Nutrients, Sulfide, Surfactants,<br>Total Residual Chlorine, Silica, TOX, Turbidity, Volatile<br>Solids, Low Level Mercury, Mercury, Tin/Titanium,<br>Trace Metals, Acids, Base Neutrals, BTEX/MTBE,<br>Chlordane, DRO, GRO, EDB/DBCP, Herbicides, low<br>level PAHs by GC/MS, PCBs in Oil, PCBs in Water,<br>Pesticides, Toxaphene, TPH, Volatiles | Semiannual                            |
| <b>Water Supply Program (WS)</b><br><br>Samples Provided by<br>Environmental Resource<br>Associates, a NIST-approved<br>PT Provider                      | Cyanide, Hardness, Hexavalent Chromium,<br>Inorganics, pH, Nitrite, Nutrients, Residual<br>Chlorine, Silica, Surfactants, Total Organic<br>Carbon, Turbidity, Metals, Mercury, Coliforms,<br>HPC, EDB/DBCP   | Semiannual                            |
| <b>Underground Storage Tank<br/>Program (UST)*</b><br><br>Samples Provided by<br>Environmental Resource<br>Associates, a NIST-approved<br>PT Provider    | Gasoline, Diesel and BTEX in Soil<br>Gasoline, Diesel, TPH and BTEX in Water<br>*The UST and Hazardous Waste PT studies have now<br>been combined to one single performance evaluation<br>program (SOIL).  | Semiannual                            |
| <b>Hazardous Waste Program<br/>(SOIL)</b><br><br>Samples Provided by<br>Environmental Resource<br>Associates and Phenova; NIST-<br>approved PT Providers | Cyanide, Hexavalent Chromium, Ignitability,<br>Corrosivity (pH), Anions, and Nutrients in Soil<br>Trace Metals, Base / Neutrals and Acids,<br>Chlordane, Gasoline, Diesel and BTEX in Soil,<br>Herbicides, Low Level PAHs by GC/MS, PCBs,<br>Pesticides, Toxaphene, Volatiles, Ready-to-Use<br>VOAs,   | Semiannual                            |
| <b>Air and Emission Program (AE)</b><br><br>Samples Provided by<br>Phenova a NIST-approved<br>PT Provider  | EPA TO15, Volatile Organic Compounds by<br>GC/MS and EPA TO-13A Modified   | Semiannual                            |

## ***PERFORMANCE TESTING SUMMARY***

Teklab Inc.'s Performance Testing Summary: 2014-2017 WS, WP, Air, UST & Soil

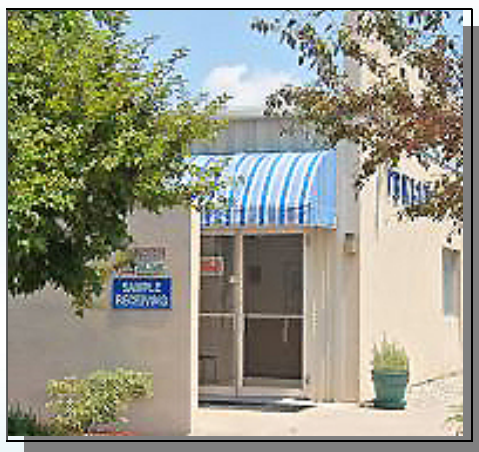
| PT Program            | Report Date    | # Acceptable | Total Reported | Score (%) |
|-----------------------|----------------|--------------|----------------|-----------|
| ERA WP234             | August 2014    | 603          | 605            | 99.7      |
| ERA Soil87            | September 2014 | 361          | 362            | 99.7      |
| ERA WS219             | November 2014  | 73           | 77             | 94.8      |
| ERA AE30 - TO15       | December 2014  | 47           | 47             | 100       |
| ERA WP240             | February 2015  | 592          | 595            | 99.5      |
| ERA Soil89            | March 2015     | 359          | 360            | 99.7      |
| ERA WS225             | May 2015       | 83           | 87             | 95.4      |
| ERA AE32 - TO13       | June 2015      | 15           | 16             | 93.7      |
| ERA AE32 - TO15       | June 2015      | 57           | 58             | 98.2      |
| ERA WP246             | August 2015    | 594          | 595            | 99.8      |
| ERA Soil91            | September 2015 | 359          | 351            | 97.7      |
| ERA WS231             | November 2015  | 73           | 77             | 94.8      |
| Phenova AE1015 - TO13 | December 2015  | 16           | 16             | 100       |
| Phenova AE1015 - TO15 | December 2015  | 65           | 65             | 100       |
| ERA WP252             | March 2016     | 588          | 597            | 98        |
| ERA Soil93            | March 2016     | 356          | 359            | 99        |
| ERA WS237             | May 2016       | 85           | 88             | 96        |
| Phenova AE0416- TO13  | June 2016      | 16           | 16             | 100       |
| Phenova AE0416- TO15  | June 2016      | 65           | 65             | 100       |
| ERA WP258             | September 2016 | 591          | 596            | 99.2      |
| ERA Soil95            | September 2016 | 341          | 341            | 100       |
| Phenova HW0716 (Soil) | September 2016 | 18           | 18             | 100       |
| ERA WS243             | November 2016  | 69           | 73             | 94        |
| Phenova AE1016 - TO13 | December 2016  | 16           | 16             | 100       |
| Phenova AE1016 - TO15 | December 2016  | 65           | 65             | 100       |
| ERA WP264             | March 2017     | 592          | 596            | 99        |
| Phenova WP0117        | March 2017     | 1            | 1              | 100       |
| ERA Soil97            | March 2017     | 337          | 341            | 98        |
| Phenova HW0117        | March 2017     | 17           | 18             | 94.4      |
| ERA WS249             | May 2017       | 83           | 85             | 97        |
| Phenova AE0417 - TO13 | June 2017      | 16           | 16             | 100       |
| Phenova AE0417 - TO15 | June 2017      | 65           | 65             | 100       |

**Average Score: 98.4%**

## ***SAMPLE MANAGEMENT***

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Sample management is essential to ensure sample integrity and valid data. Samples along with the accompanying chain of custody are evaluated upon arrival at the laboratory to ensure they meet the guidelines set by NELAP / SW846 / EPA Methods and Standard Methods.



### **Sample Acceptance Policy**

Please make sure your sample meets the minimum requirement set out in our sample acceptance policy. The sample acceptance policy is available to sample collectors as well as anyone and can be found online at [www.teklabinc.com](http://www.teklabinc.com) and on the following page. This policy contains the criteria necessary to ensure your samples are accepted, meet the requirements set by NELAP / SW846 / EPA Methods and Standard Methods, and that the correct information is submitted on the chain of custody. All of which are vital in meeting the needs of you, the client.

We maintain a complete sample tracking record of all documentation related to your samples. This includes chain of custody, notes and electronic transmittals as specified in our QA / QC manual. Reports are saved as pdf files.

### **Sample Receiving**

Sample receiving is open Monday through Friday 8am to 5pm. Other time arrangements can be made to accommodate your needs.

### **Sample Storage and Disposal**

The laboratory provides sample storage facilities that prevent cross-contamination of samples and meet the conditions specified by preservation protocols. All samples are stored in secured areas and at any given time samples can be located throughout the facility utilizing our LIMS (Laboratory Information Management System).

Upon completion of analysis, samples are stored for a minimum of 30 days. Lab packs are done on a bi-monthly basis to dispose of special waste samples and solid waste samples. Arrangements can be made to retain samples for longer periods of time. Please call for pricing.



## ***SAMPLE ACCEPTANCE POLICY***

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Listed below is an outline of circumstances in which samples will be accepted. If any samples do not comply with the following criteria, the client will be notified and the noncompliance will be noted on the final analytical report.

1. The following information must be on the Chain of Custody:
  - Sample Identification
  - Location and/or Date and Time of Collection
  - Sample collector's name
  - Preservation type
  - Sample type
  - Analytical testing required
  - Any special comments concerning the sample(s), such as required reporting limits
  - Please indicate if the submitted samples are known to be hazardous, or known to be involved in litigation
  - The sample collector and anyone who has possession of the sample MUST sign the chain of custody as an acknowledgement of the terms and conditions listed on the back side of the chain of custody form.
  - Purchase Order and/or special invoicing instructions
2. The sample collector must use durable labels with indelible ink, and each sample must be properly labeled with a unique identification.
3. An adequate amount of sample in the proper containers with the correct preservative for the analyses is required.
4. All analysis have required hold times within which they must be analyzed. In order to adhere to all holding times, samples should be delivered to Teklab as quickly as possible after collection. If samples are received with less than one half of the hold time remaining on the requested analysis, either a surcharge may incur, or the samples may not necessarily be analyzed within the proper hold time.
5. Samples which require thermal preservation at 4°C must arrive with the temperature in the range of above freezing to 6.0°C. Samples received the same day as collection and require thermal preservation at 4°C, must have evidence that the chilling process has begun, such as arrival on ice.
6. Clients will be notified if there are signs of damage or contamination and if the above acceptance criteria are not met. In such cases, Teklab will not proceed with the requested analysis until client verification is received, and all communications are documented.

At Teklab, standard turnaround time for most analytical services is 5 to 7 working days, but this may vary depending on sample volume and current workload. If analytical results are needed sooner, or a project contains a large amount of samples, please contact your project manager to make arrangements in advance.

**Contact Teklab if you need a list of hold time, preservative, container, and sample volume requirements.**

## ***TURNAROUND TIME***

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At Teklab, we pride ourselves on meeting turn around time. We realize time is money, so we go the extra mile to make sure that the client's needs are met. Our standard turnaround is five to seven working days with Level II reporting. Verbal or electronic data results are also available. Teklab takes pride in its customer service and is always responsive to customer needs.

QUICK QUALITY SERVICE (QQS) was developed to meet customer's needs. QQS means clients receive results when they request them; in day not weeks. Teklab is set-up to meet customer requests on a timely basis. Currently we run both a first and second shift to ensure that all work is done in the most efficient manner possible. Please review the numbers below and take note of the average days to complete analysis. We are the leaders in the industry when it comes to turn around.

We ask that when possible all QQS be scheduled with the your project manager. This advanced notice will help you the client receive your results in a timelier manner.

The table listed below shows the number of test and work orders Teklab performed in 2016. Teklab takes pride in the last column that shows on average the number of day it takes to complete and report analysis.

### **WORK LOAD vs. TURN AROUND PERFORMANCE**

| <b>Date Received</b> | <b>Number of Work Orders</b> | <b>Number of Tests</b> | <b>Average days to complete analysis</b> |
|----------------------|------------------------------|------------------------|--|
| Jan-16               | 1636                         | 15274                  | 3.14                                     |
| Feb-16               | 1629                         | 15076                  | 3.27                                     |
| Mar-16               | 1934                         | 22827                  | 3.47                                     |
| Apr-16               | 1852                         | 22583                  | 3.41                                     |
| May-16               | 1871                         | 22174                  | 3.82                                     |
| Jun-16               | 1920                         | 24194                  | 3.78                                     |
| Jul-16               | 1824                         | 17602                  | 3.56                                     |
| Aug-16               | 1983                         | 21768                  | 3.73                                     |
| Sep-16               | 2066                         | 26909                  | 4.54*                                    |
| Oct-16               | 1802                         | 23216                  | 4.34*                                    |
| Nov-16               | 1855                         | 24480                  | 4.23*                                    |
| Dec-16               | 1745                         | 22961                  | 4.04*                                    |

\*8,000 spl drinking water lead project

Average: 3.78 days

## ***OTHER SERVICES***

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### **Sample Pick-up**

Currently Teklab offers sample pick-up in Kansas City (MO & KS), the Chicago Metropolitan area, St. Louis (MO) and Central & Southern IL. All couriers are employees of Teklab, with experience in handling environmental samples and providing paper work to insure custody of your samples. For samples that are shipped, our Customer Service department will provide the proper packing material needed for shipping.



For pick-up service:

- St. Louis Area call 618-344-1004 (ext. 34)
- Kansas City, MO/KS 913-904-8961
- Springfield, IL 217-836-4753
- Downers Grove, IL (Chicago Metro) 630-800-8638

### **Field Services**

Teklab's field sampling department can assist you with your groundwater, surface water and wastewater sampling. Teklab's sampling crew uses ATV along with four wheel drive trucks when needed to ensure the event is completed on time, in any weather condition. Field parameters (pH, specific conductance, and temperature) are monitored to ensure real time data.

Please call if you have any questions regarding the following services:

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Quantity Discount

Written Price Quotation

Sample Containers **"FREE"**

Sample Pick-up Service

*LIMS*

TEKLAB, INC. utilizes a Laboratory Information Management System (LIMS) for receiving, tracking, reporting, validating, invoicing and disposal of samples.

The LIMS called Omega©, purchased from The KHEMIA Company is a state-of-the-art system, designed specifically for an environmental laboratory. Analytical data is generated from the instruments and this data is electronically transferred into our Microsoft SQL based LIMs. All data is generated from our Microsoft SQL master data file to ensure consistency with results, rounding, and significant figures between electronic and hardcopy formats. This provides consistent reporting throughout our laboratory.

Project managers have access to your entire project to stay current on its status. The LIMS system will generate hard copies when the project is complete, however your project manager can access data at any time. Quotations are linked directly per project and invoices are generated from the LIMS system. Client's specific QC reports can be generated to fit needs on a project by project basis.



## EDD

Electronic Data Deliverables are available in a variety of formats, please call with specifics or email the format to [csecord@teklabinc.com](mailto:csecord@teklabinc.com) or your project manager.

**GO PAPERLESS**

You can have all your reports done electronically and emailed or written to a CD. This includes chain of custodies, invoices, analytical results and quality assurance packages. Feel free to speak with your project manager regarding going paperless.

## ***AFFILIATIONS/CERTIFICATIONS***

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United States EPA performance Evaluation Program: # IL00054  
NELAP Accredited for Drinking Water, Wastewater, Soil and Air.  
Scopes of accreditation can be found at [www.teklabinc.com](http://www.teklabinc.com)



State of Illinois NELAP Certification # 100226



State of Kansas KDHE (NELAP) # E-10374



State of Louisiana LDEQ (NELAP) # 166493 (TO13)



State of Louisiana LDEQ (NELAP) # 166578 (TO15)



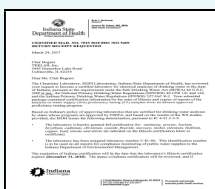
State of Texas TCEQ (NELAP) # T104704515-12-1



State of Arkansas ADEQ # 88-0966



State of Illinois Department of Public Health  
IDPH Certification # 17584



State of Indiana Department of Health  
ISDH Certification # C-IL-06

## AFFILIATIONS/CERTIFICATIONS

*continued*



State of Kentucky Department of Environmental Protection  
KDEP Certification # 98006



State of Kentucky DNR  
Department for Environmental Protection # 0073



State of Louisiana DHPH  
Department of Health Office of Public health # LA170027



State of Missouri Department of Natural Resources  
MDNR Certification # 00930



State of Oklahoma ODEQ - # 9978



State of Tennessee Division of Water Resources  
Certification # TN04905

Many States are without a Certification for RCRA, UST and Wastewater that we do work in routinely like Missouri and Indiana. If you have questions, please give us a call.

American Chemical Society  
Air & Waste Management Association  
Gateway Society of Hazardous Material Management  
Southern Illinois Environmental Managers Association  
Southern Illinois Water Operators Association  
MISKA Valley Water Pollution Control Association

## ***FACILITY***

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After 20 years we are starting to outgrow our current building and have expanded our operations here in Collinsville by moving our Air analysis to a facility close to our main laboratory.

(Teklab moved into current facility on October 9, 1996.)

|                  |   |
|------------------|---|
| Property:        | 8 acres at 5445 Horseshoe Lake Road, Collinsville, Illinois, 62234  |
| Square footage:  | 13,000 sq. one level (Main Collinsville Laboratory)<br>1,500 sq. (Air Laboratory)   |
| Fume Hoods:      | 4 – Large hoods<br>3 – Large canopy hoods<br>4 – Small hoods<br>Numerous vents for instruments  |
| HV system:       | 5 separate HV systems<br>Volatile Organic Analysis <u>cannot</u> be accessed through main lab, to ensure the integrity of the sample. |
| Refrigeration:   | Walk-In cooler<br>Numerous refrigerators of all sizes throughout the building.  |
| Computer System: | Laboratory Information Management System (LIMS) Omega©<br>Purchased from the KHEMIA Company   |

### **Other Locations**

#### **Collinsville Air Laboratory**

1355 N. Bluff road, Collinsville, IL 62234

#### **Springfield, IL Service Center**

3920 Pintail Drive, Suite A Springfield, IL 62711

#### **Kansas City Service Center**

8421 Nieman Road Lenexa, KS 66214

#### **Chicago Area Service Center**

1319 Butterfield Road – Suite 502, Downers Grove, IL 60515



## ***EQUIPMENT LIST***

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Teklab's instruments are selected from reputable manufacturers based upon reliability, automation, maintenance, ease of operation and the ability to perform within the precision and accuracy criteria established per methodology. Our commitment to both our clients and our employees is reflected by our investment in our equipment and our facility. Teklab's quality assurance plan along with our standard operating procedures requires that these instruments receive regular scheduled maintenance to ensure reliability. Teklab maintains an inventory of spare parts to minimize any down time that may occur.

### **Major Instrumentation Summary**

| Instruments      | Quantity |
|------------------|----------|
| GC/MS            | 16       |
| GC               | 10       |
| ICP              | 2        |
| ICP/MS           | 2        |
| Mercury Analyzer | 2        |
| TOX              | 1        |
| Auto Analyzer    | 4        |



Teklab also maintains a large and well-equipped Inorganic department capable of meeting your needs. We pride ourselves in our ability to make our Inorganic department the most efficient wet laboratory in the industry.

We welcome present and potential clients to inspect our facility, as well as review our extensive QA/QC program.



## ***CLIENT SERVICE REPRESENTATIVES***

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### **Collinsville Office**

**John H. Riley --- CEO/Chief Marketing Officer (Started at Teklab 12/1992)**

BA Economics/Business Management, Eastern Illinois University

Experience with Teklab:

V-P Business Development

Sales and Marketing

Project Manager

Inorganic Wet Chem lab

**James S. Riley --- President/CFO/ Lab Manager (Started at Teklab 8/1992)**

BS Chemical Engineering, University of Missouri, Rolla

Experience:

Chemical Engineer for Dow Chemical

US Army 1<sup>st</sup> Lieutenant - Aberdeen Proving Grounds

Illinois Department of Transportation

- Laboratory Technician

**Laurie Langdon --- Laboratory Director (Started at Teklab 10/2006)**

BS Phys-Ed, Western Illinois University Macomb

Experience with Teklab:

2011 Metals Dept Supervisor

2006 Metals Analyst

**Stacy Mathis --- Quality Officer (Started at Teklab 11/1996)**

Associates in Science, Belleville College

Experience with Teklab:

2006 Quality Assurance Specialist

1999 Metals Analyst ICP

1998 Metals Technician

1997 Inorganics Technician

1996 Metals Prep Technician

**Claire Bogner --- Quality Officer (Started at Teklab 4/2006)**

BSc Psychology, University of Stirling

Experience with Teklab:

Accreditation Officer

Document Control Specialist

## ***CLIENT SERVICE REPRESENTATIVES***

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*Continued*

### **Collinsville Office (cont)**

#### **Tim Mathis -- Supervisor of Field Operations (Started at Teklab 1/2008)**

Experience with Teklab:

- Customer Service Supervisor
- Environmental Coordinator
- Inorganic Technician

#### **Elizabeth Hurley --- Director of Customer Service (Started at Teklab 3/2003)**

Associates in History, Southwestern Illinois College

Experience with Teklab:

- Project Management Supervisor
- Project Manager
- Sample Receiving Supervisor
- Log-in Specialist

#### **Michael L. Austin --- Project Manager (Started at Teklab 1982)**

BS Ecology/Chemistry, Southern Illinois University, Edwardsville

Experience with Teklab:

- Director of Customer Service
- Director of Operations
- Project Manager
- Lab Technician

#### **Shelly Hennessy --- Project Manager (Started at Teklab 10/1999)**

Masters degree Environmental Science, Southern Illinois University Edwardsville

Bachelor degree in Environmental Biology, Eastern Illinois University

Experience with Teklab:

- Sample Receiving Supervisor
- Log-in Specialist

#### **Marvin Darling--- Project Manager (Started at Teklab 8/2004)**

BA Pharmaceutical Prep. Westminster College, Missouri

Experience with Teklab:

- Sample Receiving Supervisor
- Login-In Specialist
- Inorganic Technician
- Organics Technician

#### **Emily Pohlman--- Project Manager (Started at Teklab 3/2012)**

BSc Earth Science. Rice University, Texas

Experience with Teklab:

- Customer Service Specialist
- Inorganic Technician

## ***CLIENT SERVICE REPRESENTATIVES***

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*Continued*

### **Sales**

**Kelly A. Klostermann --- Senior Sales Executive (Started at Teklab 1/1997)**

Bachelor degree in Biology, Southern Illinois University Edwardsville

Associate of Science, Kaskaskia College

Experience with Teklab:

Project Manager

Sample Receiving Supervisor

Log-in specialist

GC/MS operator in Volatile department

Organic prep and Metals prep Technician

### **Collinsville Air Laboratory**

**Heather Riley - Director of Operations and analyst (Started at Teklab 2000)**

BS – Agricultural Business

Experience with Teklab:

Director of Operations and analyst for TO15 – Collinsville Air laboratory

Customer Service Supervisor

Metals Supervisor

VOA Analyst

Organic Analyst

Organic Technician

## **CLIENT SERVICE REPRESENTATIVES**

*Continued*

### **Springfield Service Center**

#### **Paul Reeves – Customer Service Representative (Started at Teklab 2015)**

Experience:   Lead Environmental Services Technician  
                  Communications Systems Analyst  
                  Communications Supervisor  
                  Aviation Structural Mechanic

### **Lenexa Service Center**

#### **Randy Seamans – Regional Customer Service Manager (Started at Teklab 2006)**

Experience:   02/04-12/06 - Severn Trent Laboratories; Kansas City Service Center Manager  
                  11/99-02/04 - Office Depot; Shipping and Receiving Manager  
                  05/99-10/99 - Kohl's Department Store; Houseware Department Lead  
                  09/92-05/99 - Service Merchandise; Assist Warehouse Manager / Dept Manager

### **Downers Grove Office**

#### **Aaron Renner – Regional Customer Service Manager (Started at Teklab 3/2015)**

BS Molecular & Cellular Biology, University of Illinois at Urbana-Champaign

Experience:   3/13 – 7/13 Organic Chemistry Technician, Teklab Inc.  
                  7/13 – 8/15 Inorganic Chemistry Analyst, Teklab Inc.

### **Contact Information**

#### **Collinsville**

Toll Free # (877) 344-1003

Phone # (618) 344-1004   Fax # (618) 344-1005

#### **Collinsville, IL Air Laboratory**

Phone # (618) 344-7697

#### **Springfield, IL**

Phone # (217) 836-4753/1004   Fax # (217) 698-1005

#### **Chicago, IL**

Phone # (630) 800-8638

#### **Lenexa, KS**

Phone # (913) 541-1998

**WWW.TEKLABINC.COM**

## ***TEKLAB's TESTING CAPABILITIES***

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### **PHYSICAL/CHEMICAL**

|                              |                           |                       |
|------------------------------|---------------------------|-----------------------|
| Acidity                      | Flash Point               | Silica                |
| Alkalinity                   | Fluoride                  | Specific Gravity      |
| BOD (5 day)                  | Hardness                  | Sulfate               |
| CBOD (5day)                  | Nitrogen, Ammonia         | Sulfide               |
| Boron                        | Nitrogen, Nitrate         | Sulfite               |
| Bromide                      | Nitrogen, Nitrate-Nitrite | Surfactant            |
| Calcium Carbonate-Equivalent | Nitrogen, Organic         | Total Organic Carbons |
| Cation Exchange Capacity     | Nitrogen, Total Kjeldahl  | T. Organic Halogen    |
| Chloride                     | Fat, Oil & Grease         | Total Solids          |
| Chlorine, Total Residual     | Oil & Grease              | T. Suspended Solids   |
| Chlorine Demand              | Oxygen, dissolved         | T. Dissolved Solids   |
| COD                          | Paint Filter              | Total Volatile Solids |
| Color                        | pH                        | Turbidity             |
| Conductivity                 | Phenols                   | Volatile Acids        |
| Chromium, Hexavalent         | Phosphorus Total          |                       |
| Cyanide (T.,R., A. and WAD)  | Phosphorus Ortho          |                       |

### **TRACE METALS**

|                      |                      |             |
|----------------------|----------------------|-------------|
| Aluminum             | Cobalt               | Phosphorous |
| Antimony             | Copper               | Potassium   |
| Arsenic              | Iron                 | Selenium    |
| Barium               | Lead                 | Silver      |
| Beryllium            | Lithium              | Sodium      |
| Boron                | Magnesium            | Thallium    |
| Cadmium              | Manganese            | Tin         |
| Calcium              | Mercury (Cold vapor) | Titanium    |
| Chromium, Total      | Mercury (Low Level)  | Vanadium    |
| Chromium, Hexavalent | Molybdenum           | Zinc        |
| Chromium, Trivalent  | Nickel               |             |

**Mercury can now be reported down to ppt levels**

### **EXTRACTIONS**

|                  |                  |             |
|------------------|------------------|-------------|
| TCPL SW 846 1311 | SPLP SW 846 1312 | Slurry E600 |
| Shake ASTM D3987 | Zero Head Space  |             |

# ***TEKLAB'S TESTING CAPABILITIES***

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*Continued*

## **ORGANIC ANALYSIS**

|  |   |
|--|---|
| Volatile Organic Analysis (8260, 624)<br>(5030/5035)                         | Oxygenates                                    |
| Total Extractable Hydrocarbons / TPH<br>(Fuel Finger Printing) Modified 8015 | TCLP Benzene                                  |
| Semi-Volatile Organic Analysis (8270,625)<br>Base Neutral Compounds          | EDB / DBCP                                    |
| Acid Extractable Compounds   | Alcohol's                                     |
| SVOC - 8270 SIMS   | 1,4 – Dioxane                                 |
| PCB  | Polynuclear Aromatic Hydrocarbons (8270 SIMS) |
| Pesticide  | F-Code Solvent Scan                           |
|  | Total Organic Halides EOX/TX/TOX              |
|  | Herbicides                                    |

## **UNDERGROUND TANK TESTING**

|   |                               |
|---|-------------------------------|
| BTEX (GC/MS 8260 / 5030 or 5035)        | Oxygenates / GRO (GC/MS 8260) |
| PNA (GC/MS 8270)                        | DRO / ORO / PNA (GC/MS 8270)  |
| Total Petroleum Hydrocarbons            | OA1                           |
| Method 8015M, GC (Fuel Finger Printing) | BTEX, MTBE & GRO (GC/MS 8260) |
| Skinner List (Crude Oil)                | OA2                           |
| Flash Point                             | TPH & DRO (GC 8015)           |
| TCLP Lead                               | Ethanol & Methanol            |

## **PHARMACEUTICAL**

Point Source Category / Wastewater  
EPA Method 1666A  
EPA Method 524  
EPA Method 1671A

## **BACTERIOLOGICAL ANALYSIS**

Standard Plate Count  
Total Coliform (MF)  
Fecal Coliform (MF)

## **AIR ANALYSIS**

TO-15, Volatile Organic Compounds by GC/MS  
EPA TO-13A Modified  
Method 7473 Mercury in Sorbent Traps  
Particulate Matter as PM10

# **WASTE CHARACTERIZATION**

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## **RCRA/TCLP**

Total Solids  
pH  
Phenols (Total)  
Cyanide (Total)  
Cyanide (Reactive)  
Sulfide (Total)  
Sulfide (Reactive)  
Total Organic Halogen  
Flash Point  
Paint Filter  
% Acidity / Alkalinity  
Arsenic  
Barium  
Cadmium  
Chromium (Total)  
Chromium (Hexavalent)  
Lead  
Mercury  
Selenium  
Silver

## **VOLATILE ORGANIC ANALYSIS**

Benzene  
Carbon Tetrachloride  
Chlorobenzene  
1,2 Dichloroethane  
1,1 Dichloroethylene  
Methyl Ethyl Ketone  
Tetrachloroethylene  
Trichloroethylene  
Vinyl Chloride

## **INCINERATION PROFILE**

BTU  
% Chlorine  
% Sulfur  
% Ash

## **BASE NEUTRALS**

1,4 Dichlorobenzene  
2,4 Dinitrotoluene  
Hexachlorobenzene  
Hexachlorobutadiene  
Hexachloroethane  
Nitrobenzene  
Pyridine

## **ACID EXTRACTABLES**

o-Cresol  
m-Cresol  
p-Cresol  
Cresol  
Pentachlorophenol  
2,4,5 Trichlorophenol  
2,4,6 Trichlorophenol

## **PESTICIDES / HERBICIDES**

Chlordane  
Endrin  
Heptachlor  
Heptachlor Expoxide  
Lindane  
Methoxychlor  
Toxaphene  
2,4 D  
Silvex

TCLP Extraction  
Zero Headspace Extraction